



**Larry Walker**  
Auditor/Controller-Recorder

**Mission Statement**  
*The Auditor/Controller-Recorder's Office is committed to serving our customers by processing, safeguarding, and providing information regarding the finances and public records of the county. We perform these functions with integrity, independent judgment, and outstanding service. We are accurate, timely, courteous, innovative, and efficient because of our well-trained and accountable staff.*



### GOALS

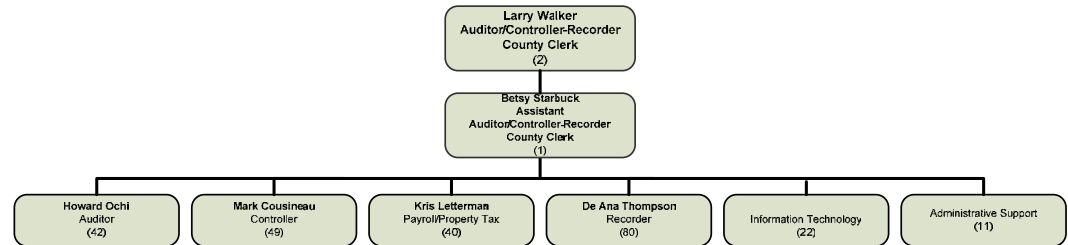
**PROVIDE TIMELY AND ACCURATE FINANCIAL INFORMATION**

**MAINTAIN HIGH LEVEL OF RECORDER SERVICES**

**ENHANCE ACCOUNTS PAYABLE PROCESS**

## AUDITOR/CONTROLLER-RECORDER

### ORGANIZATIONAL CHART



### DESCRIPTION OF MAJOR SERVICES

The Office of the Auditor/Controller-Recorder and County Clerk (ACR) is responsible for providing the county and its constituents with a variety of accounting services and document recording and management services. The Auditor and Controller Divisions record the collections and perform the accounting, reporting, disbursements, and audits of all county financial activities to ensure sound financial management. They are also responsible for developing and implementing accounting systems and standards, conducting operational risk assessment reviews, and administering the Countywide Cost Allocation Plan. The Payroll/Property Tax Division is responsible for payroll services, Employee Management and Compensation System (EMACS) development, and the compilation of property tax rates and revenue disbursements to taxing agencies.

The Recorder Division accepts all documents for recording that comply with applicable recording laws. The Recorder produces and maintains official records evidencing ownership and encumbrances of real and personal property and other miscellaneous records. The Recorder Division is also responsible for County Archives and County Clerk functions. County Archives maintains all the historical records for the county. The office of the County Clerk files and manages records as they relate to vital statistics, fictitious business names, and other records that are required by the state to be filed with the County Clerk.

ACR has five special revenue funds. The Systems Development fund ensures that the Recorder's recording and storage technology is current. The Electronic Recording fund finances the Recorder's development of e-Recording, including participation in a Joint Powers Authority (California e-Recording Transaction Network Authority) established for that purpose on a multi-county level. The Vital Records fund provides for the automation and maintenance of vital statistical records that are requested on a daily basis by customers. The Recorder Records fund was established to defray the cost of storing, restoring, and imaging legal and historical documents. In 2008, a fund was established to meet the state mandate to truncate social security numbers from official records.

### 2009-10 SUMMARY OF BUDGET UNITS

	Appropriation	Revenue	Local Cost	Fund Balance	Staffing
<b>General Fund</b>					
Auditor/Controller-Recorder	17,108,441	6,232,680	10,875,761		208
Total General Fund	17,108,441	6,232,680	10,875,761		208
<b>Special Revenue Funds</b>					
Systems Development	12,515,096	2,090,730		10,424,366	35
Vital Records	770,148	147,311		622,837	-
Recorder Records	1,283,086	443,860		839,226	4
Electronic Recording	582,884	419,000		163,884	-
Social Security Number Truncation	1,918,740	1,246,965		671,775	-
Total Special Revenue Funds	17,069,954	4,347,866		12,722,088	39
<b>Total - All Funds</b>	<b>34,178,395</b>	<b>10,580,546</b>	<b>10,875,761</b>	<b>12,722,088</b>	<b>247</b>

## GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

### GOAL 1: PROVIDE TIMELY AND ACCURATE FINANCIAL INFORMATION.

*Objective A: Maintain and improve the financial accounting processes and reporting.*

MEASUREMENT	2007-08 Actual	2008-09 Actual	2009-10 Target	2009-10 Estimate	2010-11 Target
1A. Received Certificate of Achievement for Excellence in Financial Reporting.	Yes	Yes	Yes	Yes	Yes
1A. Received Outstanding Achievement in Popular Annual Financial Reporting.	Yes	Yes	Yes	Yes	Yes

#### Status

The objective is to maintain the financial accounting system and to improve the internal processes for accounting and reporting. ACR has successfully implemented CAFR Unlimited which has reduced the time necessary to prepare the annual financial statements.

In a measurable aspect of the commitment to provide timely and accurate financial information regarding the finances of the county, the Auditor/Controller-Recorder has again received (for fiscal year ending June 30, 2008) the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA) for the 21<sup>st</sup> consecutive year. An award-winning Comprehensive Annual Financial Report (CAFR) promotes trust in the financial records of the county and enables better credit ratings from the agencies. For fiscal year ending June 30, 2008, the department received for the third consecutive year, the GFOA Award for Outstanding Achievement in Popular Annual Financial Reporting (PAFR). This award recognizes the department's ability to provide understandable financial information to the public. As the Governmental Accounting Standards Board (GASB) adopts more standards and the GFOA adopts new practices to implement those standards, staff continues to be challenged to meet the standards and practices within the deadlines.

### GOAL 2: MAINTAIN A HIGH LEVEL OF RECORDER SERVICES WHILE RESPONDING TO CHANGES IN REGULATIONS AND LAW.

*Objective A: Maintain a high quality of services in current offices.*

*Objective B: Identify and comply with all legislative mandates.*

MEASUREMENT	2007-08 Actual	2008-09 Actual	2009-10 Target	2009-10 Estimate	2010-11 Target
2A. Every document received is processed within the established standard.	N/A	N/A	100%	99%	99%
2B. Compliance in meeting deadlines for legislative directives.	N/A	N/A	100%	100%	100%

#### Status

ACR's priority is to maintain a high quality level of service to the public while responding to the various changes in law and regulations and meeting the deadlines for implementation. The first goal for the Recorder's office is to record, file, or process each document within the established standard for that document. The 2010-11 measurement allows for a 1% error rate, due to the volume of documents being processed. Customer service is enhanced when all service standards are met.

### 2008-09 ACCOMPLISHMENTS

- ❖ Received GFOA Certificate of Achievement for Excellence in Financial Reporting (CAFR) for the 21<sup>st</sup> consecutive year (for FY 2007-08)
- ❖ Received GFOA Award for Outstanding Achievement in Popular Annual Financial Reporting (PAFR) for the 3<sup>rd</sup> consecutive year (for FY 2007-08)
- ❖ Received California State Controller's Award for Achieving Excellence in Financial Reporting for the 2<sup>nd</sup> consecutive year (for FY 2007-08)
- ❖ Redesigned forms, modified systems, changed procedures, and trained staff to implement the Name Equality Act
- ❖ County-led electronic recording system (CeRTNA) recently became the first certified system in the State of California
- ❖ Archives restored the earliest Grant Deed Index (1853-80) and Death Registry books (1853-1912)
- ❖ Added Property Tax reports to ACR website to enable agencies and taxpayers ready access to information.
- ❖ Successfully implemented County Fire reorganization in EMACS and Property Tax systems

Objective 2B is a commitment to respond to the ever-changing legislative and administrative regulations, including, among others, additional changes to marriage regulations and social security number truncation, and new regulations regarding mortgages and mechanic's liens. Meeting the changing state's mandates and deadlines is an ongoing challenge.

The High Desert Government Center is expected to open October 2010. The Recorder/County Clerk will be moving in and expanding their services in the High Desert, which will provide the High Desert customers with the following services: Recorder, County Clerk, Marriage, Vitals and Records Research at this location.

### GOAL 3: ENHANCE ACCOUNTS PAYABLE PROCESS.

*Objective A: Expand use of electronic funds transfer (EFT) for vendor payments.*

*Objective B: Maintain the amount of time required to process county bills and payments.*

MEASUREMENT	2007-08 Actual	2008-09 Actual	2009-10 Target	2009-10 Estimate	2010-11 Target
3A. Increase in percentage of all vendors who participate in the EFT program. (2006-07 = 446, 2007-08 = 874, 2008-09 = 1157)	96%	32%	45%	30%	25%
3B. Percentage of valid payment documents processed within ten days of presentation to ACR. (2008-09: 95.5% of all document types, totaling 383,008, were processed in 10 days. 86% of 123,511 manual payment documents were processed within 10 days.)	91%	86%	90%	91%	90%

#### Status

The third goal relates to Auditor/Controller-Recorder implemented electronic systems for payment of the county's bills. The Board of Supervisors adopted a policy revision presented by ACR to require new contractors to accept payment via EFT. Request for Proposals and purchase orders were changed to reflect this change. ACR's efforts to increase vendor participation included Accounts Payable training county staff and informing vendors of the EFT payment option. The costs for achieving this goal are included in the department's budget. In 2008-09 ACR increased vendor participation in the EFT program 32% as compared to the 40% target. Since 2005-06, 763 additional vendors enrolled in the EFT program, a 193% increase from 2005-06 394 EFT vendors. As more vendors are added to the EFT program, the pool of remaining vendors will decrease, thus, percentage of future growth will decline.

The department also processed 86% and 91% respectively, of valid payment documents within 10 and 12 days of presentation for the fiscal year ended June 30, 2009.

### 2010-11 REQUESTS FOR GENERAL FUND FINANCING

The department is not requesting any additional general fund financing for 2010-11.

## 2010-11 PROPOSED FEE/RATE ADJUSTMENTS

DESCRIPTION OF FEE REQUEST	SERVICE IMPACTS
1. In 2010-11, the department will propose increases in accounting and auditing fees to mitigate the amount of local cost funding required for existing policy programs. Modify the Fee Ordinance to change 16.023A (a), (b), (c), (d), (h), (l)(1), from \$92.00/hour to \$97.00/hour.	If fees are not increased, the general fund will be further subsidizing the cost of these services to non-general fund units.
2. Modify Fee Ordinance to change 16.023A (f), child support and other wage assignments, from \$1.00/pp to \$1.50/pp.	Fee change is based on fee survey conducted with Riverside, Orange, San Diego, and LA counties. Fee change will be more consistent with other counties.
3. Modify Fee Ordinance to change 16.023A (g)(1), record subpoena fees: research/preparation, from \$16.00/hour to \$15.00/request.	Fee change is based on fee survey conducted with Riverside, Orange, San Diego, and LA counties. Fee change will be more consistent with other counties.
4. New fee of \$24.00/hour for an additional charge if records are retrieved from microfilm for subpoenas, to be added as 16.023A (g)(2). The revenue will be considered departmental revenue (general fund).	Fee change is based on fee survey conducted with Riverside, Orange, San Diego, and LA counties. Fee change will be more consistent with other counties.
5. Modify Fee Ordinance to change 16.023A (m), subdivision map signing fee, from \$55.00 to \$72.00.	Fee change is based on fee survey conducted with Riverside, Orange, San Diego, and LA counties. Fee change will be more consistent with other counties.
6. New fee to cover actual costs incurred for document retrieval from offsite storage vendor, to be added as 16.023A (n). The revenue will be considered departmental revenue (general fund).	Fee should result in better maintenance of storage records and discourage unnecessary requests to ACR for document retrieval.
7. New fee of \$20.00 for returned check charge, to be added as 16.023A (o). The revenue will be considered departmental revenue (general fund).	Fee change is based on fee survey conducted with Riverside, Orange, and Ventura counties. Fee change will be more consistent with other counties and help to offset some of the actual costs.
8. Modify Fee Ordinance to change 16.023A (v), 20-day notice filing, from \$22.00 each to \$50.00 each.	Fee change is based on fee survey conducted with Riverside, Orange, and Ventura counties. Fee change will be more consistent with other counties.

If there are questions about this business plan, please contact Betsy Starbuck, Assistant Auditor/Controller-Recorder, at (909) 386-8818.